

Application No. 10/786,221

Amendments to the claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A method for servicing a contact, comprising:
 - (a) receiving, in a contact center, a contact from a customer;
 - (b) directing the contact to a human agent associated with the contact center for servicing;
 - (c) tracking a service time required by the human agent to service the contact; and
 - (d) notifying the agent of the tracked service time[[:]]
 - (e) notifying the agent of the tracked service time, when the service time at least one of equals and exceeds a selected first threshold; and
 - (f) notifying the agent and the agent's supervisor when the service time at least one of equals and exceeds a selected second threshold different from the selected first threshold.
2. (Canceled)
3. (Currently Amended) The method of claim [[2]] 1, wherein the agent is notified that the selected first threshold has been at least one of equaled and exceeded.
4. (Canceled)
5. (Currently Amended) The method of claim [[2]] 1, wherein selected first threshold is associated with a customer service goal of the contact center.
6. (Original) The method of claim 1, wherein the tracking step comprises: starting a timer when the contact is directed to the human agent.

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7. (Original) The method of claim 1, wherein the tracking step comprises:
starting a timer when the contact is received by a communication device
associated with the human agent.

8. (Canceled)

9. (Original) The method of claim 1, wherein the contact is a non-real-time
contact and wherein the tracking step comprises:
starting a timer when the contact is displayed graphically on a computational
component associated with the agent.

10. (Canceled)

11. (Original) The method of claim 1, wherein the notifying step is performed in
at least one of the following ways:

(i) graphically displaying a message on a computational component associated
with the agent;

5 (ii) playing a zip tone in the agent's communication device;

(iii) providing an audible voice warning on the agent's communication device; and

(iv) illuminating a warning light visible to the agent.

12. (Original) A computer readable medium comprising executable instructions to
perform the steps of claim 1.

13. (Original) A logic circuit operable to perform the steps of claim 1.

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14. (Currently Amended) A contact center for servicing a contact, comprising: a contact monitor operable (a) to track a service time required, by a human agent associated with the contact center, to service a customer contact; ~~[[and]]~~ (b) notify the agent of the tracked service time when the service time at least one of equals and exceeds a selected first threshold; and (d) notify the agent and the agent's supervisor when the tracked service time at least one of equals and exceeds a selected second threshold different from the selected first threshold.

15. (Canceled)

16. (Currently Amended) The contact center of claim ~~[[15]]~~ 14, wherein the agent is notified that the selected first threshold has been at least one of equalled and exceeded.

17. (Canceled)

18. (Currently Amended) The contact center of claim ~~[[15]]~~ 14, wherein selected first threshold is associated with a customer service goal of the contact center.

19. (Original) The contact center of claim 14, wherein the contact monitor starts a timer when the contact is directed to the human agent.

20. (Original) The contact center of claim 14, wherein the contact monitor starts a timer when the contact is received by a communication device associated with the human agent.

21. (Canceled)

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22.(Original) The contact center of claim 14, wherein the contact is a non-real-time contact and wherein the contact monitor starts a timer when the contact is displayed graphically on a computational component associated with the agent.

23. (Canceled)

24.(Original) The contact center of claim 14, wherein the contact monitor notifies the agent in at least one of the following ways:

- 5 (i) graphically displaying a message on a computational component associated with the agent;
- (ii) playing a zip tone in the agent's communication device;
- (iii) providing an audible voice warning on the agent's communication device; and
- (iv) illuminating a warning light visible to the agent.

25. (Original) The contact center of claim 14, further comprising:
an input operable to receive the contact; and a selection function operable to direct the contact to the agent for servicing.

26. (New) The method of claim 11, wherein the notifying step is performed by graphically displaying a message on a computational component associated with the agent.

27. (New) The method of claim 11, wherein the notifying step is performed by playing a zip tone in the agent's communication device.

28. (New) The method of claim 11, wherein the notifying step is performed by providing an audible voice warning on the agent's communication device.

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29. (New) The method of claim 11, wherein the notifying step is performed by illuminating a warning light visible to the agent.

30. (New) The contact center of claim 24, wherein the contact monitor notifies the agent by playing a zip tone in the agent's communications device.

31. (New) The contact center of claim 24, wherein the contact monitor notifies the agent by providing an audible voice warning on the agent's communications device.

32. (New) The contact center of claim 24, wherein the contact monitor notifies the agent by illuminating a warning light visible to the agent.

33. (New) The contact center of claims 24, wherein the contact monitor notifies the agent by graphically displaying a message on a computational component associated with the agent.